

## Magic Merlin Self-Service NEW USERS

Contact any ITS-TSD IT Specialist and they will create a ticket. The work order will be sent to the Magic Merlin Administration Team to request a User ID and password.

Create a favorite Web Page using your browser and the URL:

<https://merlin.sc.egov.usda.gov/help>

### Your System Information

#### **Computer System**

Brand:

Model:

Serial Number:

#### **Printer**

Brand:

Model:

Serial Number:

#### **Cell Phone/Mobile Device**

Brand:

Model:

Number:

*Security Hot Line  
Number  
1-888-926-2373*



### **Report Computer Loss or Theft!**

... Immediately to the 7X24 Security  
hotline number:

**1-888-926-2373**

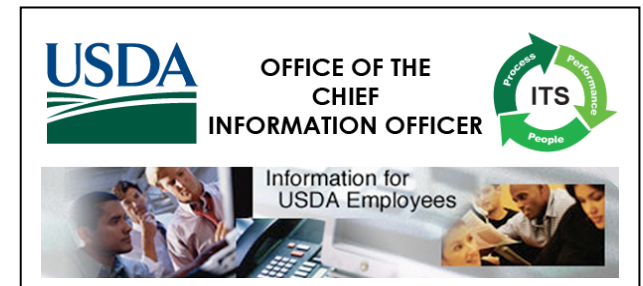
*Effective Monday, May 7, 2007 a toll-free hotline number for reporting lost or stolen government-issued information technology equipment such as: laptop computers, personal data assistants, cell phones, and removable storage media is available to all employees, contractors, and business partners.*

:When calling, be prepared to answer questions on the loss or theft, including:

- *Who, what, when and where*
- *What type of information was stored on the equipment*
- *Specifically state if sensitive information (PII\*) was stored*



**Make sure you report loss/theft within one hour after event. Remember that timely reporting is a responsibility that we all share.**



**ID/OR Group  
ITS-TSD  
Team**

**Providing  
IT Support to You:  
When & Where  
It is Needed**

*Committed  
To Excellent  
Customer Service*

## **ITS-Technical Support Division (TSD) Mission:**

The OCIO/ITS Technical Support Division (TSD) provide FSA, NRCS, and RD professionals with local support at over 3,000 Service Center Agency offices across the country. We are the field staff of the ITS support team, a customer-driven IT service provider that listens and responds to the needs and requirements of our customers.


### **ITS Services Provided:**

- ⇒ Hardware and software support for offices and end users
- ⇒ Server Administration
- ⇒ Equipment inventory and tracking
- ⇒ Suspicious e-mail monitoring
- ⇒ Virus prevention and removal
- ⇒ Physical facilities, moves, and renovations
- ⇒ New users
- ⇒ Data Management
- ⇒ Telecommunications, phones, faxes, internet connections



## **At Your Service**

### *How to Contact Us:*

1. **Your ITS-TSD Team.**  
Contact your Technical Support Division team specialists by phone, in person, e-mail, or other convenient method (see listing for local support team members).
2. **Desktop Icon.** A TSD icon is on your desktop toolbar that can be used. Help is just a click away!  

3. **Magic Merlin Self-Service Help Desk**  
You can create your own service ticket with *Magic*. Service Center Agency employees use <https://merlin.sc.egov.usda.gov/helpdesk/sslogin.asp> to register as *Magic* users, where you can report your problem online. Your closest Technical Support Division representative will be contacted “*auto-magically!*”
4. **ITS Service Desk.** You can leave a message at 1-800-457-3642.

**Help us to help you:** Please be available when the technician arrives so we can provide all users with timely quality customer service. Also, please be aware - TSD can not load personal software or hardware.

Additional information is available at Getting ITS Help  
[http://www.ocio.net.usda.gov/ocio/its\\_ep/its\\_get\\_help.html](http://www.ocio.net.usda.gov/ocio/its_ep/its_get_help.html)

## **ID/OR Group**

### **Group Manager:**

**ARDELL BEIER**  
9173 W. Barnes Dr., Suite A  
Boise, ID 83709-1573  
Telephone (208) 378-5714  
Fax (208) 378-5652  
Email: [ardell.beier@id.usda.gov](mailto:ardell.beier@id.usda.gov)

|   |   |
|---|---|
| TSD Staff-ID<br>Tom Bakken<br>Moscow, ID<br>208-882-4960 x104 | TSD Staff-OR<br>Mary Powell<br>Portland, OR<br>503-414-3315 |
|---|---|

|   |  |
|---|--|
| TSD Staff<br>Rose Glass<br>Pocatello, ID<br>208-237-4628 x117 | TSD Staff<br>Fred Smith<br>Tangent, OR<br>541-967-5925 x 101 |
|---|--|

|  |  |
|--|--|
| TSD Staff<br>Pennie McHenry<br>Boise, ID<br>208-685-6975 | TSD Staff<br>Cliff Turik<br>Portland, OR<br>503-414-3251 |
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|   |   |
|---|---|
| TSD Staff<br>Nancy Myler<br>Boise, ID<br>208-685-6976 | TSD Staff<br>Jill Wyatt<br>Pendleton, OR<br>541-278-8049 x133 |
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|---|---|
| TSD Staff<br>Dana Schrader<br>Boise, ID<br>208-378-5612 | TSDStaff<br>Rich Bachert<br>Tualatin, OR<br>503-692-3688 x224 |
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|--|--|
| TSD Staff<br>Lynann Stewart<br>Boise, ID<br>208-378-5680 | TSD Staff<br>Vacant Position<br>Location: (1) OR |
|--|--|